

Amendment 65

Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 65 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 18th day of March, 2010, by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of Vix-ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate ERG for the work necessary to change the Call Center Website to add additional "Reason Codes" which describe with more detail the reasons for customer contact with the ORCA system. This work is performed per RFCS-RFI 557 v5 SEA-05422.
- C. The Parties agree that the Work necessary to change the Call Center Website will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

1.1 The Contractor will modify the database to include a new database table and business view, 'Call Category'. The table and view will contain codes for the following values.

- (a) Commendation
- (b) Complaint
- (c) Suggestion
- (d) Other

1.2 The Contractor will modify the Call Center Website to:

- (a) Add a new drop down 'Call Category'.
- (b) Remove the call reason 'Customer Feedback'.

Note: Existing calls logged using this Reason Code, will not be deleted and will continue to be returned from occurrences searches.

1.3 The Contractor will update the following Call Center Website pages:

- (a) Log Call Details
- (b) Update Call Details
- (c) End the Call

Note: The full list of "Call Reasons" will be displayed for each Call Category. These drop downs will continue to be mandatory and sorted alphabetically.

1.4 The Contractor will modify the Call Reason Report and data tables to report the Call Category and the associated Call Reason.

1.5 The Contractor will update all system documentation as required, to include but not be limited to, the following:

- (a) SEA-00363 RFCS Call Center Operations Manual
- (b) SEA-01160 Call Center Customer Service Operations – Presentation
- (c) SEA-01161 Call Center Customer Service Operations – Instructor Guide
- (d) SEA-01162 Call Center Customer Service Operations – Student Workbook
- (e) SEA-01539 ORCA Call Center Website Functional Specification
- (f) SEA-00833 RFCS Reporting Requirements (DR 111)

Section 2.0 Schedule

The Contractor will complete this work with the Release to Production of Maintenance Release 10.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

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To perform the work necessary to change Call Center Website Reason Codes	
TOTAL	\$10,878

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Sixty-five shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

ERG Transit Systems (USA) Inc.

By: [Signature]
Its: VICE PRESIDENT

Date: 26 Feb, 2014

UNDER PROTEST

The Agencies

By: [Signature]
Their: Contract Administrator

On behalf of the Agencies

Date: March 1, 2010